CallSwitch Fault Reporting

When reporting an issue on CallSwitch we need as much of the following information as possible:

Date:

Time:

Brief Description of issue:

Device being used (e.g. telephone, laptop, mobile):

Extension(s) having the problem:

On internal calls? Y/N:

On incoming calls Y/N

On outgoing calls Y/N

Three call examples with day/date/calling number/number called/issue experienced

Detail of any error messages being displayed or heard: